Phone Interview Anglais Questions/Réponses

**Hello, HR office. How can I help? Who’s calling? Who would you like to speak to? What are you calling about?**

Hello, my name is Thomas, I’m a student in Enseeiht, an engineering school, I would like to speak to the head of the human resources for a phone interview please

1. **Tell me briefly about yourself**

I was born in Cannes, 21 yo, and I did 2 years of intense preparation to the top engineering school. I am currently in an Computer Science and Applied Mathematics engineering school specialized in Image and Multimedia.

Since the beginning of 2020 and the COVID-19 crash of stock markets, I have been very interested in finance and I have had the opportunity to invest in some French stocks. I very often read the financial news on French or international websites like Bloomberg. Furthermore, my engineering degree will bring me the scientific and mathematical knowledge which are useful for an internship in the finance field.

1. **What are your strengths & weaknesses?**

On one hand, I am reliable, you can count on me when needed. I’m very productive when I need to be and curious to know what I am going to learn in the future in your company. I have also the capacity to adapt myself according to the person in front of me, so I can work with every kind of person, and I create a good atmosphere.

On the other hand, I suppose I can get impatient when team projects run past the deadline. I’m a stickler for due dates and get uncomfortable when work is not completed on time. To avoid this, I’ve started being more proactive and manage attention of my collegues to make sure that the job is done before the deadline, I make myself a sort of manager of the team

Coming back to strength, I am very calm and I can keep a cool head in stressful situation, in order to stay focus.

1. **How do you think your strengths will help you professionally? Why?**

As I said, I can easily adapt myself to the others, so my capacity to work with someone else is easier. I never miss a deadline, and I have applied my organisation skills to my professional life. Being organized is key not to do a mess each time I am starting to work, so i know what i am going to do as soon as i enter my place of work, and for me, this skill will help me in the future

1. **Are you a teamplayer or a teamleader? Why? Can you explain or give an example?**

It depends on the work I have to do. Let’s imagine i am working in a group, and I don’t understand a thing about the subject or the thing that we have to do, I will be a team player, and i will do what the leader ask me. On the contrary, if i am working on something that i like, and I’m qualified, then i will prefer to be a team leader. And i will manage my colleague to be the most efficient possible, and to finish the job as soon as possible.

**10. How do people describe you? What examples do they give?**

They often describe me as a giver, because I give more than I receive and this doesn’t bother me at all. They also say that i am involved in what I am doing, because I don’t stop what I am doing till it’s finished.

**14. Where do you see yourself 5 years from now? 10 years from now? 20 years from now? PROFESSIONNAL**

I don’t know exactly, but the most important thing is that I continue to learn and grow in my career in a financial environment. I might even be a trader or risk analyst in a famous bank I don’t know. What I am sure is that I will be very grateful to work in a place such as Bloomberg.

**16. Why do you want the job?**

Finance is very important to me especially since I add the opportunity to invest in stock. I’ve always wanted to work in an environment where I can Innovate and find my own solution to challenges in this field. I also feel that your company will continue to evolve in the future and it can bring me the basis I need to do a Master of Science in Finance after my engineering degree.

**17. Why should we hire you?**

I believe that great customer support starts with good communication, which is a strength of mine. I also think that in a customer support service you need to care about what you are doing. I care about helping others and I believe you would find me to be a respectful and effective team member who can fit with the established traditions of your company.

**18. What is your proudest achievement?**

This year, I have applied for a student competition organized by Finance and Innovation for Good. This finance competition revolves around a sustainable finance. My project, which is not finished yet, is an app concerning green investment. The user will link his bank account to the app and the app will calculate his carbon footprint to suggest him green investment to compensate his footprint. For example, the user will be suggested to buy green stocks, or sustainable trackers, support social project and so on. This is not finished but It will as soon as I am selected by the organization.

**19. What is Bloomberg?**

Bloomberg is the global leader in business and financial data. From trading platforms to data, it is today a master in new technologies all around the world and I hope to contribute to its development so that it remains a leading company in these fields. With more than 150 bureaus in 73 countries, Bloomberg helps the world solve problems like climate change, and one of its strength is diversity, which is very important for global success.

**20. Internship**

The internship revolves around providing exceptional customer service to a range of clients. We will have to manage as fast as possible the various hardware or software issue of the clients, provide help via the internal ticketing system, phone call, email or live chat. I will have the opportunity to improve my language skills, which are useful to work international, I will be facing professionals like traders and solve their urgencies. I see this internship as an opportunity to dive into an international company in the financial domain, where I want to work later as a trader or risk analyst.

Qalities for the job :

* Communication skill
* Languages
* IT comprehension thanks to my engineer lessons
* Efficiency and tasks done asap

**21. What are Bloomberg’s products?**

There are many BloomBergs products. Bloomberg Fixed Income Trading, FX Electronic Trading (which are electronic agencies for trades), Bloomberg Finance Lab, Bloomberg markets (which is a monthly magazine that provides a cover of financial markets) and many more online services that provide news and information about finance, politics etc. But the most important one, to me, is Bloomberg terminal to access Bloomberg professional service to analyse real time financial data, search financial news and access to the Bloomberg Messaging Service

**22. What are Bloomberg competitors?**

As Bloomberg is present in many fields, it normally has a lot of competitors. To name a few in the financial markets data and infrastructure, there is refinitiv which is a very recent company. Also S&P Gloal in the analyses of global capital and commodity markets. And a last one dow jones which is more related to news and business information

**23. Who are Bloomberg client’s?**

Bloombergs client includes work related to finance. Indeed, traders, analysts, asset managers can call the client support service to help them solve their issue. But there are also investment bank. For instance, bank of America, Morgan Stanley, JP Morgan, GoldmanSach to name the most famous ones. Bloomberg has become quite standard in these offices, and a “mast have”.

**24. What is the difference between good and excellent customers services?**

Most of international companies have a good customers services, but what brings excellence is efficiency. In fact, apact from resolving their issue, it has to be very fast, done within the hours if possible. The customer service needs to keep the client’s confidence by informing them the progress. Furthermore, the service needs to keep a professional relationship with the client to make him proud of choosing Bloomberg and not something else. Finally, once the problem is solved, the services could send a mail to the client to ask them how it went, and points that we should be more focused on.

Thank you for your time. Have a great afternoon.